IPCommute

EMSnap

User Guide

Release 1 (Beta 3)
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Introduction

EMSnap allows you to administer the current state of Extension Mobility within your Communications Manager cluster. For example, you may:

- Log in or out users individually

- Log out the whole cluster (useful during maintenance)

- Export current logins to CSV (Comma Separated Value) files

- Import lists of logins from CSV (Comma Separated Value) files

This application does NOT allow you to administer the configuration of EM; for example you may not enable/disable EM on particular phones, and may not configure users or EM (device) profiles.

Workstation Requirements

Based purely in Java, the only client PC requirement is a Java-capable system. This version has however only been tested and is only supported when running on a Windows platform.

Communications Manager Configuration Requirements

The Communications Manager system must have the 'Cisco AXL Web Service' activated on the server your use to connect with the Phone Customisation Manager.

You must also have the 'Extension Mobility' service enabled on at least on server in the cluster. This does not need to be the same server that runs the 'Cisco AXL Web Service'

Network Connectivity Requirements

You must have the following connectivity:

TCP 8080, 8443 from your workstation to the Communications Manager cluster.

Installation

To install the application, simply run the downloaded executable file and follow the wizard to select the target directory.

No license file is required for use of this application during the BETA phase; simply select the 'BETA' option when running the program. This program will expire on the 1st March 2012; you should return to www.ipcommute.co.uk to obtain a newer BETA release or final release if you need to use the software after this time.

Once installed, run the application from the Start menu; by default the shortcut will be in the 'IPCommute' folder.

Quick Start Guide

1. Install and launch the application as described in the 'Installation' section.

2. Once the application is launched, you may click the 'Connect to CUCM' button to begin. On the 'Connect' dialog, enter a username and password of a user with 'EM Proxy Authentication' and 'AXL Access' permissions. For details of these settings, see the 'Advanced User Permissions Requirements' section of this document.

3. If you are able to connect successfully, a list of all the phone on the system, with their current login status will be displayed. Note the icon on each line, as follows:

	An EM enabled phone, with no one currently logged in – you may right click on this row to log in this phone
	An EM enabled handset, which is currently logged in – you may right click on this to log out the phone. You may see who is logged in in the 'Login UserID' column, and the profile they have logged in with is displayed in the 'Login Profile' column.
	A non-EM handset. This handset either does not support EM, or has not been enabled for EM usage in Communications Manager administration.

4. To log in a user, find a handset that is enabled for EM (as indicated in the table above) that does not have a logged in user. Right click on the phone, then click 'Log in this phone...'. In the Log in dialogue box that appears, type the username to log in, then hit the TAB key or click the 'Select a Profile' box.

5. The list of profiles available to this user will be listed in the 'Select a Profile' box. Make a selection, and click 'Login'. If the 'Login' box is greyed out, this means the user entered is not recognised or has no EM profiles configured.

6. Log in may take a few seconds.

7. To log out a phone, simply right click a currently-logged-in phone and click 'Log out this phone...'. This may take a few seconds for the logout to occur, and the screen to refresh.

8. You may filter the list of phones that are displayed using the box to the upper right of the screen. The + button adds more filters. Click 'Filter' to filter the display, and 'Clear' to remove the filter. To remove individual filters, click the '-' button next to the filter you wish to delete.

Administration Tasks

Export Login State to a Comma Separated Value (CSV) File

Once you are connected to the cluster, you may use the 'File'/'Export Logins to File' option to export all the current logged in users to a Comma Separated Values file.

The exported CSV file can be edited using Excel or a simple text editor .

The exported file does not contain information about phones that are logged out. It contains only information for logged in phones.

Import Login State from a CSV

When you are connected to the cluster, you can import logins from a file rather than manually logging in individual users.

The files you have previously exported from this program above may be imported again.

Information from the input file is used to log in users to each phone – it will not log out phones that do not have entries in the input file.

For example, you may export the state of a cluster to a file, then a day later wish to restore the exact state in the login file. Users may have logged in to different phones in the time between the export and the import. To restore the exact state, you would need to perform a 'Logout All', then import the login state from the file you exported a day ago (not the new export CSV that you must export to perform the Logout All).

Generate Login Information in CSV Format using Excel

If you wish to create files to log in groups of users to particular phones (for example to log in a team at the start of a day) you can create a simple CSV file in this format:

```
Device Name,Login Userid,Login Profile
SEP123412341234,s.lock,udp-slock
SEP123443214321,j.carr,udp-jcarr
```

The first line of headers is ignored, and each subsequent line will log in a user to a phone using the specified profile.

Log Out All Users

To log out all the users on the system, click the 'Logout All' button. You will be warned that this will log out all users and must confirm the action to continue, and will be prompted to save the current logged in state to a file. If you do not successfully save the state, the Logout All command will be cancelled.

If you inadvertently log out all the users, you can use this exported file to restore the previous state.

Troubleshooting

Common Issues Table

Problem	Solution
The application fails to launch	Check the 'Log' folder (typically found in your 'home' directory on Linux, or in under the main program directory on Windows) which contains further debugging information. For further assistance, contact support@ipcommute.co.uk
The application fails to connect to the CUCM cluster	Verify your username and password are valid by logging into the CCMUser or CCMAdmin web pages. Verify your user account has the correct permissions as specified in the 'Advanced User Permissions Requirements' section and that the AXL service is running on the Communications Manager server you specify.

Advanced User Permissions Requirements

The user that is specified when connecting to the CUCM cluster is required to have permissions to access the AXL and EM APIs. To assign these permissions, you may either use a 'Super User' or assign the following 'Roles' to the user:

- Standard CCM Admin Users

- Standard CCMADMIN Read Only

- Standard SERVICEABILITY

- Standard AXL API Access

- Standard EM Proxy Authentication Rights

Getting Further Assistance

For any problems relating to the operation of this product, contact support@ipcommute.co.uk or visit our website www.ipcommute.co.uk

If you suspect your problem is due to a configuration or other issue relating to Communications Manager or your network, you should deal with Cisco Systems or your Channel Cisco partner organisation. Alternatively we highly recommend the community-based assistance available at www.cisco.com/go/netpro.